

Contract Providers Transition Project (CPTP)

Next Steps Assessment Approach

April 5, 2007



Requirements Driving Transition

- Mental Health Services Act (MHSA)
 - Electronic Health Record (EHR) +
 - Outcomes measures
 - Program performance reporting
- Federal and State Mandates for Electronic Record Keeping
 - Federal Executive Order for EHR for all Americans by 2014
 - State Executive Order for 100% electronic health data exchange within 10 years
- DMH cannot support these new requirements with its current systems

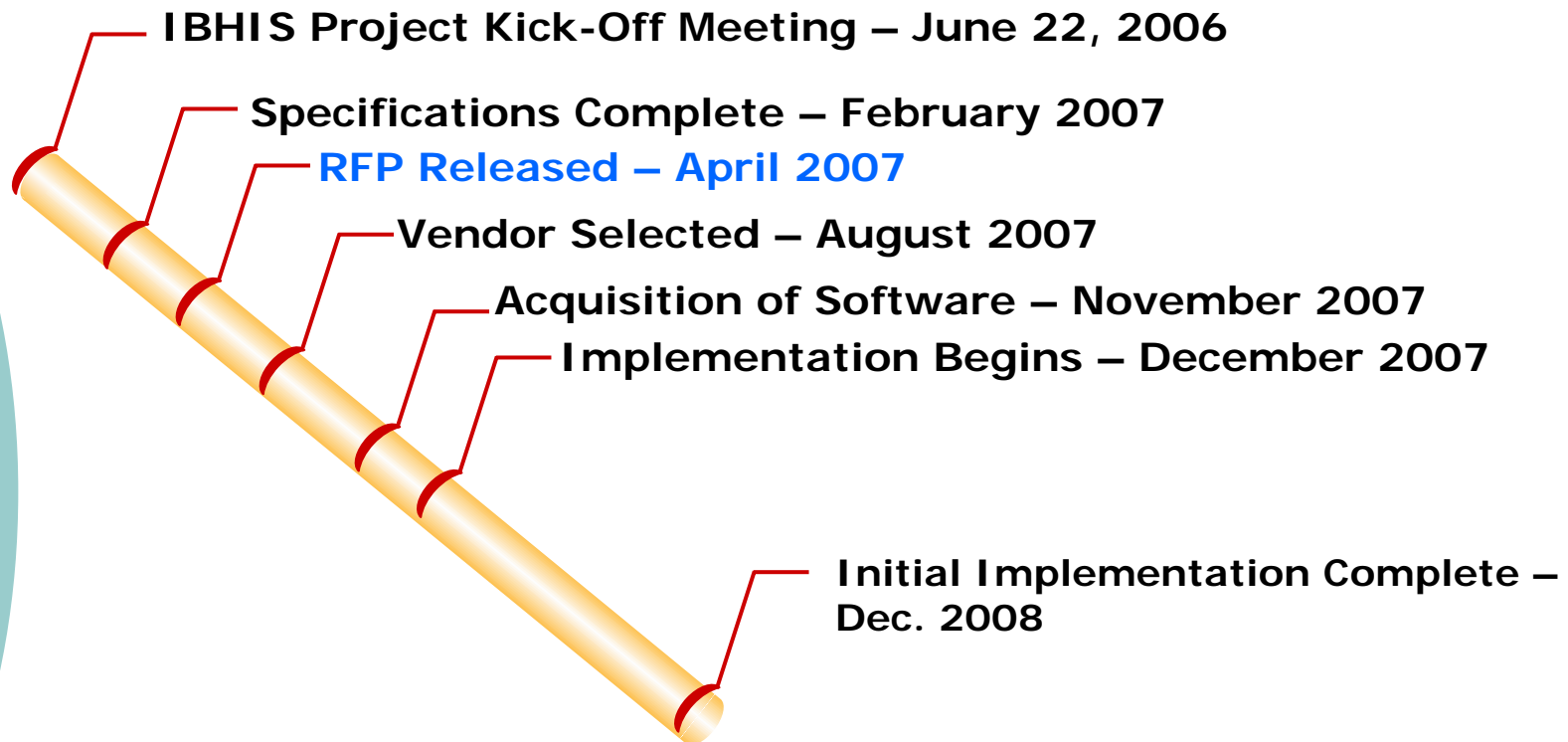


Impact

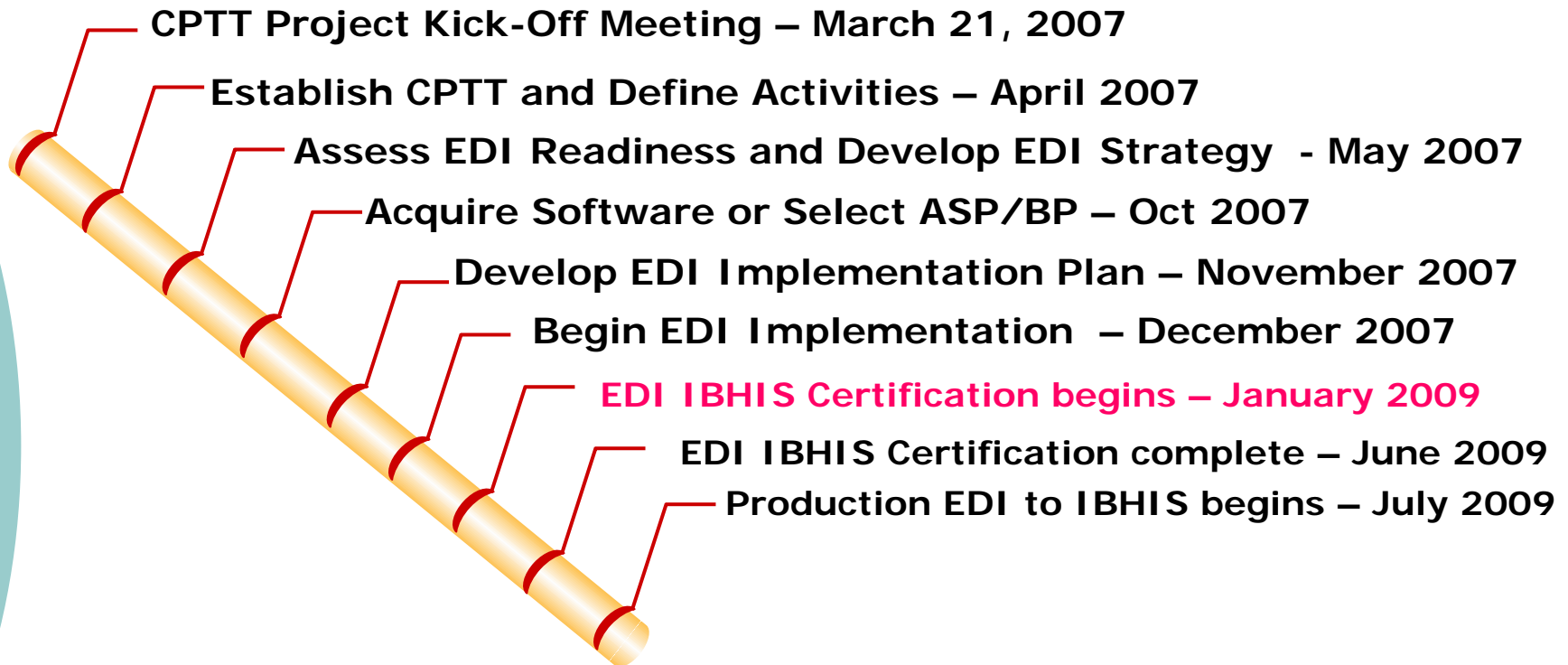
- Expanded DMH functionality and integration will change the way contract providers submit data
- Between now and December 31, 2008, all contract providers need to be ready to begin the certification process for IBHIS EDI transactions
- By July 1, 2009 contract providers will need to submit all transactions electronically to DMH



IBHIS Project Timeline



EDI Transition Timeline



Benefits – Contract Providers

- Providers can select a system optimized for their business needs
- Simplified work environment – no more double data entry
- More control over how they conduct business
- Direct access to their system vendor for support
- Providers will not be constrained by IBHIS procurement process or contract terms – they can move more quickly and at less expense



Next Steps for Each Legal Entity

- Identify a contact person for your legal entity who will interface with the CPTT
- Organize your EDI transition team
- Assess the status of your current EDI readiness
 - Do you have an internal clinical application?
 - Does it support your long term objectives?
 - Are you working with an external billing provider?
 - What is your strategy to meet State and Federal mandates for exchanging electronic health data?
- Define an EDI strategy for your organization
- Define the EDI objectives, goals for your organization
- Develop your EDI transition plan
- Acquire resources and funding for your EDI transition



Assessment Approach

- Form an Assessment Team
- Define short and long term goals
- Define your organization's strengths and weaknesses
- Define business needs for your executives, clinicians, staff and clients
- Assess budget and staff resources to meet your goals
- Assess what approach(s) to consider
- Determine a strategy and develop a transition plan



Open Discussion

- Questions?
- To participate on the CPTT, send an email to CPTT@lacadmh.org with
 - Your Name
 - Phone #
 - Legal Entity Name
 - Description of how you can participate in the CPTT project



Attachment 1: Assessment Approach

- Form an Assessment Team
 - Executive involvement
 - Key staff involvement
- Define short and long term goals such as:
 - Improved client assessment and care planning
 - Improved tracking and monitoring of client care
 - Improved clinical outcomes
 - Improved revenue tracking
 - Improved management reporting
- Define your organization's strengths and weaknesses
 - What works and what does not (applications, technical infrastructure and operations)?
 - What do we do well and where can we improve?
 - Can we implement and support an EHR application with current resources (staff, hardware, software, network, etc)?
 - What level of risk are we willing to assume?
 - How well do we manage change?



Attachment 1:

Assessment Approach (cont.)

- Define business needs for your executives, clinicians, staff and clients
 - What are your current business needs (1-2 years)?
 - What are your long-term business needs (3-5 years+)?
 - What benefits will you achieve (tangible and intangible)?
 - What key functions for behavioral health systems do you want to include?
 - What are the industry trends for behavioral health?
 - What State and Federal mandates will affect your decision?
- Assess budget and staff resources to meet your goals
 - How much do you need to budget for EDI and/or EHRs?
 - What is the proposed timeline for implementation?
 - What additional costs need to be included (testing, training, implementation, hardware, network, maintenance, support staff, license fees, product customization)
 - What is the proposed return on investment (ROI)?



Attachment 1:

Assessment Approach (cont.)

- Assess what approach(s) to consider
 - Purchase software package and install on-site
 - Contract with an Application Service Provider (ASP)
 - Custom develop an in-house application
 - Contract with a Clearinghouse to submit EDI transactions
 - Enhance an existing in-house clinical application to add EDI capability or other EHRS functionality
 - Work with other providers of similar size and direction to share costs, pool resources and possibly negotiate better rates
- Determine a strategy and develop a transition plan
 - Begin process: select or upgrade system or select service
 - Monitor progress against the CPTP transition plan
 - Work with CPTT and other contract providers to share lessons learned as you proceed



Example 1: Large Multi-Site Provider Functions

- Client Eligibility Verification
- Contact Tracking
- Information & Referral Reference
- Referral Request Management
- Client Registration
- Assessment Management
- Financial Screening
- Benefits Determination
- Appointment Management
- Resource Schedule Maintenance
- Treatment/Care Plan Management
- Clinical Workflow Reminders
- Progress Notes Management
- Service Capture
- Caseload Management
- Medication Management
- Order Communication
- Pharmacy Inventory Management
- Billing & Accounts Receivable Management
- Field Operations Support



Example 2:

Smaller Single-Site Provider Functions

- Client Eligibility Verification
- Contact Tracking
- Information & Referral Reference
- Referral Request Management
- **Client Registration**
- **Assessment Management**
- **Financial Screening**
- Benefits Determination
- **Appointment Management**
- Resource Schedule Maintenance
- **Treatment/Care Plan Management**
- Clinical Workflow Reminders
- **Progress Notes Management**
- **Service Capture**
- Caseload Management
- **Medication Management**
- Order Communication
- Pharmacy Inventory Management
- **Billing & Accounts Receivable Management**
- Field Operations Support



Example 3:

Technical Infrastructure & Tools

Smaller Organization	Larger/Multi Site Organization
<ul style="list-style-type: none">• Basic Hardware & Operating Systems• Basic EDI Exchange Capabilities• Local Area Network• Report Writer	<ul style="list-style-type: none">• Moderate Hardware & Operating Systems• Basic EDI Exchange Capabilities• Local & Wide Area Networks• Report Writer

